

Information Technology Board Meeting

Tuesday October 14, 2003

C/C Room 260

9:30 AM

Minutes

- Approval of the September 16, 2003 meeting minutes (Exhibit A)

Updates/Discussion Items

- Fiscal Ordinance on IMAGIS (Exhibit B)
- Document Imaging Discussion
- RFP Team Update
- JTAC Project

Status Updates

- CIO Report (Exhibit C)
- ACS Report (Exhibit D)
- JTAC Court Management System Project Update (Exhibit E)

New Business

- The next scheduled IT Board meeting on Tuesday, **November 18, 2003, is cancelled** due to an RFP Team Conflict
- The next meeting is Tuesday, **November 25, 2003**, at 9:30 a.m. in Room 260.

5. Adjourn

EXHIBIT A

INFORMATION TECHNOLOGY BOARD MEETING

MEETING DATE: September 16, 2003

MEETING LOCATION: C/C Room 260

MEMBERS PRESENT: Paul Ricketts, Marty Womacks, Kathy Davis, Doris Anne Sadler, Judge James Payne, Robert Turner, and Mike Hinline

STAFF PRESENT: Carolyn Schausten, Nadeen Biddinger, Ahmed Soliman, Randolph Rife, Noel Camire, Beverly Dillon-Macy, Diana Turner, Bruce Turner, Dave Mockert, Jennifer Ruby, Dan Pavey, Dave Rutherford, Chuck Carufel, Rick Petrecca, Andy Laudick, Lori Kuhn, Giesla Schepers, Shawn McTush-ISA; John Nero, Ron Van Leer, Linda Kelsey, Darrell Gordon, Marty Barnes, Joe Clark, Dave Gumbiner, Kevin Ortell, Kathy Fluke, Jill Weirick Jerica Hall, Jill Snodgrass, Marty Barnes-ACS; Bob Borgmann, Scott Chinn-Corp Council; Jim Flynn-MCJA; Shelly Woods-HR; Adonna White- Controllers Office; Carol Metz-Purchasing; Rick Hammond-Woolpert; Marv Thornsberry-DAI

VISITORS PRESENT: Doug Dejarnatt-EDS, Sam LeStourgeon-IBM

Mr. Ricketts called the meeting to order at 9:37 AM.

Minutes

Mr. Turner motioned to approve the minutes from August 29, 2003 as well as September 8, 2003, Ms. Womacks seconded and the motion passed unanimously.

Updates/Discussion Items

Web Content Management System Update

Mr. Soliman and Mr. Rife presented a PowerPoint demonstration to the Board regarding the Web Content Management System for Indygov.org and its sub-webs.

Ms. Womacks commented on the program that has been established to file Homestead Exemptions and Mortgage Exemptions online. Mr. Ricketts inquired how the electronic

signature is validated. Mr. Soliman stated an email is sent to the filer with a unique ID, which is to be sent back to the administrator for a unique match.

Mr. Ricketts requested the Internet staff research the possibility of filing permits online for the townships.

Implementation will begin in January 2004.

RFP Evaluation Committee

The structure previously recommended and approved was made up of the following:

IT Board Chairman + 2 Board members
Two County Representatives
Two City Representatives
CIO and Deputy of Contract Compliance

Mr. Ricketts inquired if a member of the Board has an obligation that does not permit them to attend the meeting, is it possible to send a proxy to gather data.

Mr. Chinn the Division Director in Corporation Counsel appointed by Mayor Peterson answered Board questions regarding the committee.

In response to Mr. Ricketts question Mr. Chinn stated there are two choices. The Board's ultimate goal is to have participation by Board members in the development of the RFP criteria as well as the review process of responses from vendors.

First, there cannot be a quorum of the Board sit on the committee as a developer and reviewer of the RFP and keep the information confidential. A quorum of the IT Board is four members, not including the CIO. In government the majority of business is done publicly. This is a unique circumstance where the law permits and requires the committee to keep information confidential because that is what engenders the competitive process. The theory is it gets you to a better contract in the end than you would have gotten if every single piece of information were public from the onset.

The two goals of the Board are:

1. To make it competitive and therefore keep all or some of the information for a period of time confidential and
2. Have some members of the Board participate directly in the process.

These two goals are going to compete at various stages. Mr. Chinn suggested two ideas:

1. The Board could create an official committee that is open and if done in this manner the options are:
 - Gain: 3 members superintending all the processes that need supervised

- Lose: the ability to have deliberative discussion about what the bid details are

Example: if you would like to have free willing deliberative discussion with candor about problems have been identified over the years with the current contract, or ideas about the future and not open it up to the public for comment, the Board cannot do that under this arrangement. The only thing that can be kept confidential and should be confidential is the actual content of the RFP responses when they are received under the Operating Agreement statute before a final recommendation is made to the Board.

Definition: (b) "Governing body" means two (2) or more individuals who are: (3) any committee appointed directly by the governing body or its presiding officer to which authority to take official action upon public business has been delegated. An agent or agents appointed by the governing body to conduct collective bargaining on behalf of the governing body does not constitute a governing body for purposes of this chapter. IC 5:14-1.5-2 (b) sect. 3

2. If the CIO makes a recommendation and the Board ratifies the recommendation it would not fall within the word *directly* in the definition of a governing body. The competing concern that is engendered is those competitive processes in an extremely important contract to get the best contract in the end.

Ms. Sadler clarified if the committee was directly appointed by the Board, that committee would have to comply with the Open Door Law, the committee would have to meet publicly prior to receiving any RFP responses and any deliberations as to what constitutes the RFP would be open. Once the responses were opened the meetings would be held in executive session.

Mr. Chinn confirmed she was correct, the Board may keep the responses confidential until there is a formal recommendation to present to the Board. At a minimum the Board has vested an ability to keep the contents of the responses secret until the appropriate time, which is strongly supported in the general RFP statute. Procedurally what it contemplates is a best and final offer negotiation. The Board will absolutely want the secrecy between the proposals.

Mr. Ricketts inquired if there was a recommendation on the structure and if the positions were filled within the next thirty days, is there anything that keeps that team from operating until the next Board meeting at which time the Board would ratify the team chosen. Mr. Borgmann stated there is nothing that would hinder the team from starting once it is formed.

Mr. Ricketts in reference to his initial question asked about the potential of sending a proxy. Mr. Chinn stated as long as there is no quorum and, the Board does not directly appoint the committee, any Board member interested in the meeting can attend.

Mr. Chinn in reply to Mr. Ricketts question regarding the scoring procedures stated the best scenario would be to have the same members scoring every time. If it is not done in that manner it is not inherently jeopardizing the credibility of the scoring exercise especially if the scoring is objective.

Ms. Womacks inquired about the Board members who may wish to attend the meetings as merely audience members. Mr. Chinn replied a member couldn't attend if the result is a quorum. Members in attendance are deemed to be there in official capacity as a Board member. A suggestion would be to have rotating attendance by Board members. Minutes and work products can be confidential and distributed as stated under the Records Law.

Ms. Sadler stated Mr. Chinn had outlined the Board's options very well. Ms. Sadler said she believes the Board should appoint the committee. She would like input on who is making the evaluations and she is uncomfortable with the concept of "getting around" the open door law. She believes there are great advantages to doing everything publicly prior to the RFP responses. The vendors may be able to glean a lot of information about what the Board is looking for etc. It is her understanding the Board may want to keep some deliberations confidential, but she feels the advantages far outweigh the other option. If all meetings are public, then any Board member can stop by any time because it is already an open meeting. Finally, the best scenario is to have the same team throughout the evaluation process. If the Board formally appoints the committee, there is an expectation that given few exceptions, those team members will be doing the evaluations and not various staff members throughout the duration.

Mr. Chinn commented if this is the route the Board chooses to go and all meetings are open, there absolutely cannot be any conversations regarding price or any expectations the team may have regarding pricing. Nothing is more corrupting than discussions of price when doing a competitive bid process.

Ms. Sadler motioned to formally appoint the RFP Evaluation Committee with as many specific members as possible, Ms. Womacks seconded. Ms. Davis stated she believed at the next meeting the Board would decide whether to appoint the committee or ratify the recommendation. Ms. Davis stated she was still absorbing the information Mr. Chinn had stated and would like more time to decide which direction would be best.

Judge Payne asked Mr. Chinn whether the formal appointment, or ratification of a recommendation was most common. Mr. Chinn answered most of his experience was of a confidential nature. If there is an official appointment, all meetings will have to meet the 48-hour open door notice policy.

Mr. Hineline voiced his concern with employee turnover in regards to open meeting conversations dealing with "what if" topics.

Ms. Sadler restated her motion to say the Board acknowledge the formalized process that would be subject to public access laws and the members affirmed today with further appointments to made as they become available; herself, Mr. Ricketts, Earl Morgan, Nadeen Biddinger, Mark Renner, and Mike Hinline, Ms. Womacks seconded and the motion passed by a 4-2 vote. Mr. Turner and Judge Payne both voted against the motion.

Document Imaging Discussion

Mr. Ricketts stated a meeting was held on September 10th, and at that time several issues were brought up including the need for document imaging enterprise wide. Locating the money to fund this initiative will be difficult, Mr. Ricketts believes the IT Board needs to appoint a governing board to pursue the document imaging project.

Ms. Sadler motioned to allow the president of the IT Board to choose a person outside of the Board to appoint people to the Document Imaging Board, Ms. Womacks seconded and the motion passed unanimously.

Mr. Ricketts requested a detailed discussion be held at the next IT Board meeting.

Status Updates

CIO Report

Mr. Hinline stated the report is as submitted.

ACS Report

Mr. Nero stated the ACS Report stood as submitted.

JTAC Court Management System Project Update

Mr. Flynn distributed reports concerning JTAC's progress. There is no definite timeline yet. Once the project passes the validation phase a more definite timeline will be developed.

Marion County is one of the leading counties for this project however, Clay County was selected for the pilot project because they do not have a current system in place.

September 30, 2004 is the date set for the completion of the design phase. Mr. Flynn believes it may be difficult to meet that deadline. Mr. Thornsberry from DAI stated he believed that deadline will be met, but the changes that CA and JTAC will need to respond to may cause time constraints.

Ms. Sadler stated Justice Sullivan relayed the urgency of this project at a meeting she attended. Judge Bradford also made it very clear this project needed to be accomplished and Marion County's system should not be fit into another County's design scheme.

Ms. Sadler committed in the meeting she attended to have the IT Board provide their influence and participation to help move this project along. Mr. Ricketts stated he would like updates as well as solicitation from the Justice Agency for additional support whenever necessary.

New Business

The next IT Board meeting is scheduled for Tuesday October 14, 2003 in room 260.

Adjourn

Mr. Ricketts adjourned the meeting at 11:10 AM.

Respectfully submitted,

Carolyn Schausten



**INFORMATION SERVICES AGENCY
OF INDIANAPOLIS AND MARION COUNTY**

200 East Washington St.
Suite 1942
Indianapolis, IN 46204-3327

Phone: 317/327-3100
Fax: 317/327-5696
TDD: 317/327-5186

TO: The Information Technology Board

FROM: Diana C. Turner, CFO

DATE: October 14, 2003

SUBJECT: IMAGIS Additional Appropriation Request

For a better understanding of the relationship between ISA and IMAGIS, here is some historical information. In the mid 80's, Indianapolis needed new maps to assist with drainage, trash pick up, and other citizen services. A meeting was held with 100 interested parties, from which 28 expressed interest in sharing the cost of building a system. IMAGIS was formed as a multi-participant, public-private geographic information system (GIS) consortium for Indianapolis and Marion County, Indiana, which developed a multipurpose, digital basemap of Marion County, containing layers of information.

The administration of IMAGIS was transferred from the City of Indianapolis to ISA during the 2002 budget cycle. At that time, it was determined that IMAGIS could operate annually with an appropriation of approximately \$400,000. However, over the recent months there have been increased requests by the IMAGIS board. The board recently approved the LIDAR and Ortho projects for the IMAGIS consortium.

This increase in projects by the IMAGIS board has a direct correlation to their funding requirements. Therefore, an additional appropriation has been deemed necessary for IMAGIS to successfully complete these projects. During the budget preparation for 2004, ISA planned for additional activity and increased the appropriation to \$536,500.

In addition to the administration of IMAGIS's being transferred from the City of Indianapolis to ISA, the revenues from the IMAGIS consortium were transferred to the ISA Internal Service Fund. These revenues are utilized to cover the expenses associated with the Consortiums operation. Therefore, ISA is requesting the Information Technology Board authorize ISA to request an additional appropriation of \$183,000 so that IMAGIS can continue their work on the projects requested by the IMAGIS Board. The current IMAGIS fund balance of \$551,104.23 will fund this appropriation.

Please let me know if you have any questions concerning this fiscal ordinance request.

EXHIBIT B RESOLUTION #03-08

INFORMATION TECHNOLOGY BOARD

Board Resolution to approve an additional appropriation from the ISA Internal Services Fund for the IMAGIS Consortium.

WHEREAS, the Information Services Agency deposits the revenue collected for the IMAGIS Consortium into the Information Services Agency Internal Service Fund and funds are available in the IMAGIS portion of this fund; and

WHEREAS, an additional appropriation of \$183,000 is needed to cover IMAGIS expenses for the remainder of 2003; and

WHEREAS, the Information Technology Board agrees in principle to the appropriation request,

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board authorizes the Information Services Agency to request an additional appropriation of \$183,000 from the ISA Internal Services Fund to accommodate IMAGIS needs.

Paul Ricketts, Chairman
Information Technology Board

Martha Womacks, Secretary
Information Technology Board

October 14, 2003

EXHIBIT C – CIO Report

As of October 8, 2003

Project Highlights

- RFP Team was formed with kickoff meeting on September 23, 2003. Team now composed of: Paul Ricketts, IT Board Chairman and Lawrence Township Assessor; Doris Anne Sadler, Marion County Clerk; Doug Sword, Deputy Director Department of Public Works; Earl Morgan, Deputy Controller; Mark Renner, Superior Court Administrator; Monty Combs, Deputy County Treasurer; Nadeen Biddinger, Deputy Director ISA; and Mike Hineline, CIO ISA.
- Two-day workshop with Gartner Group reps occurred September 30th and October 1st. Minutes from the workshop and subsequent meetings are published on www.indygov.org/isa/sourcing.
- RFP Team will be interviewing department heads, elected officials and key stakeholders individually, and inviting them to discuss their strategic vision at the RFP Team meeting on October 15th at 8:30 A.M.
- RFP Team will be holding all day workshops to further define the Statements of Work to be included in the RFP. The dates scheduled for these sessions are October 29 and 30, November 18, 19 and 20.
- RFP for Constituent Relationship Management issued, Bidder's Conference held on September 19th, with responses due back on October 10th. Jennifer Ruby and other staff have been supporting this activity with the Mayor's Office and the MAC.

Planning Division Highlights

- Dan Pavey has been involved in planning activities to coordinate ACS resources and support with third party vendor support for Election Central voting system for the General Election.
- Bruce Turner has been advising Task Force One on IT equipment needs and working with Emergency Management on the BioSentinal project, equipment needs for the EOC and the Virtual Emergency Operations Center.
- Planners are working on benchmarking information of IT services from other cities and preparing for support of the RFP Team.

Telecommunications Division Highlights

- Upgrading the Edify Interactive Voice Response (IVR) system to release 8.0
- Deployed IP telephones at Bradbury Park and Brookside Park. Planning to deploy IP phones at Citizen's Complaints Office and Weights and Measures, which are both located at 148 East Market Street which frees up additional equipment for redeployment where needed.
- Moved portions of the Public Defender Agency from 129 East Market to the 5th floor of the City-County Building.
- Preparations under way for November 4th Election support.

Administrative Division Highlights

- Work continues on completing statistical data for use in the RFP.

Internet Division Highlights

- ❑ Completed a new website for the Citizen Police Complaint Office and Board
- ❑ Updated the IndyGov website to coordinate with a planned marketing campaign.
- ❑ Completed design specs and technical documents for the first phase of the Content Management System deployment. This should go live the first week of November.
- ❑ Trained Indy Parks staff on the redesign of the IndyParks website.
- ❑ Participated in a national conference call with local government Web managers to discuss actions to appeal the Federal Government decision regarding standards for government domain naming convention.
- ❑ Received advanced notification from the Center for Digital Government that the IndyGov website is going to receive top recognition once again. (Not bad for a website that has been "under construction.")

GIS Division Highlights

- The National Electronic Commerce Coordinating Council (NECCC) selected the GIS Tornado Response efforts as a winner in the 2003 Cost Effectiveness Through Government Awards.

- GIS used Woolpert to fly the flood areas on 9/4/03 to obtain aerial photography of the flooded areas of the county. There are 82 images that will be linked together into a mosaic for City/County use.
- GIS facilitated a Flood Debrief meeting with DMD, DPW, DPS and EMS staff. Lessons learned were shared among the team to better manage data capture and information flow during future emergency event.
- Continued work on the Master Address project, to include temporary assistance to DPW to clean addresses in Hansen IMS in preparation for the integration between Hansen and the Master Address Database. Also began phase II of the Master Address Tools to allow parcel data to be entered directly into SDE and keep the data current in Master Address.
- Prepared maps for the Council Office, League of Women Voters, Mayor's Office, Election Board, Stormwater Inventory, Clean Stream Team, Keep Indianapolis Beautiful and the Department of Public Works.
- Conducted testing on the Catalog Interface. This application will allow users to add data directly to their projects from SDE and create personalized catalogs. Planning is in progress to deploy this application along with Arc8 implementations throughout the enterprise.

CIO Comments

IT Board Members,

This last month has gone past so swiftly. We held a kickoff meeting regarding Document Management, led by John Nero. The attendance and feedback at this brainstorming session was very productive. The attendees all seem to sense that a technology like document management can play a major role in improving efficiencies in local government. But, we do not know at this time what the true impact could be and how to fund it in total. The consensus was that more study is needed to better understand the opportunities for sharing and then we can use this knowledge to develop strategies for deployment and funding. A series of action items were developed to help move this forward with the biggest being a review by ACS Business Consultants of the different forma and who uses them by department and agency. We will be discussing this in more detail as the process progresses.

Our important Constituent Relationship Management (CRM) system RFP is on the street. We had a good number of vendors at the pre-bid meeting held September 19th. The City will have opened the responses and started the review

process by the time we meet at our next meeting. We are all looking forward to moving ahead with this very visible project.

As you can see from the number of bullet items under the Project Highlights section, we have spent a significant amount of effort on the Startup activities of the RFP Team. We have a good cross section of our customer base represented and this will be a focused process with fairly tight timeframes. We published the Request for Information (RFI) seeking ideas and suggestions from the vendors in this market. We received 23 responses that are being reviewed now. Please let us know if you would like to review them. We can make them available to you electronically.

Development of the scopes of work that describe our activities and our requirements for our next agreement will take a lot of work and focus on all of our parts. Decisions will be made shortly on how we want to structure our next agreement, including what services are included or excluded. Additionally, the ways we want to change the agreement must be defined and documented so that we can allow effective competition for the services.

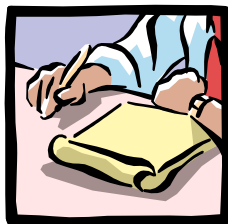
Much of the RFP Team's discussion has been around the process they will use to communicate with the different areas of affected parties. The biggest area is our stakeholders and the customers of these IT services. While we will be working on a pretty tight timeline, we are dedicated to gaining appropriate feedback and suggestions regarding department and agency IT needs at multiple points during the process. We are developing a specific communications plan just to address these different areas and track our activities as we move ahead. Getting to a final set of IT solutions that are flexible and meet the needs of all our customers is the primary goal of this process.

I look forward to discussing these items with you at the IT Board meeting.

Mike

Monthly Highlights and Statistics

September 2003



From the Account Manager's Desk

The month of September was fairly typical for ACS and the computing enterprise at the City/County. Many important activities took place in support of our more than 5,000 customers and the highlights of some of those efforts are included in this month's report. In addition, ACS technical staff was engaged in a critical database recovery effort for the JUSTIS mainframe system. No data was lost and downtime was kept to a minimum thanks to the coordinative efforts of MCJA, DAI and ACS professionals.

One of the significant activities in which I was personally involved was the half-day session for Document Imaging & Management vision-setting. I was pleased to host such a great discussion of City/County leaders' ideas, issues and visions for addressing the possibilities associated with the use of this wonderful technology. ACS Business Consultants are currently following up with the attendees to gather further information and to keep the momentum going. It is hoped that a strategic vision and plan for practical and affordable use of document imaging/management will be the next major milestone in this effort.

Coroner Close to Production on Document Management Application

The County Coroner document management (DM) project has entered User Acceptance Testing. Chief Deputy Coroner Frances Kelly plans to continue testing throughout October and November. The project will then enter production status December 1st. The contents of the DM system will be day-forward. The department plans to input documents and data files for open cases into the system as they are generated. Then, as the investigation proceeds, the case can be accessed by any staff member from their own desk rather than retrieving it from a central location. In fact, everyone could view the document simultaneously. This will also eliminate trying to find a document if it is not in the central repository. The estimated scanning volume is 65,000 pages/year representing 1300 cases.

JUSTIS System Problems Require Database Recovery Procedures

On 9/22/03 the mainframe JUSTIS system required emergency intervention and database recovery as a result of complications caused by an IBM system software trace tool. There was a scheduled CA DATACOM upgrade to version 10.0, which ultimately caused a mainframe lock up. When ACS engineers started the IBM DTF trace facility, the mainframe went into what's known as a wait state, or in other words, the mainframe went down. ACS database administrators discovered that evening that the automated recovery of the JUSTIS database during restart did not process the in-flight (active at the time of system failure) transactions correctly, Steve Miller, Kathy Jarrett and Gary Johnson spent several hours reviewing the problem with CA support.

It was eventually decided to wait until the following day to make a decision on how to recover and notify all users. During that time, the JUSTIS system was available and very few cases were negatively affected. DBAs then worked that night to rebuild all JUSTIS database indexes (approximately 200 million records), and then ran a forward recovery of the 8-minute time period that was in error during the restart. The recovery was completed at 3:30 AM the following morning. The recovery reprocessed the transactions for the time period in question.

HB1001 Coming to a Finish

The House Bill 1001 remediation project is almost completed. The Cycle A close and distribution programs were run with no major problems. The Fall tax bills were produced and were sent offsite to be printed by a vendor selected by the Treasurer's Office.

Of the 74 programs in the After Spring Bill processing, only 5 are in the UAT phase waiting User Acceptance Testing and final approval by the Clients. The other 69 have been approved by the Clients and moved to production or required no change.

City/County Leaders Take First Steps toward Enterprise Document Imaging & Management Vision

On September 10th, 2003, John Nero hosted an Enterprise Document Management Meeting for several City/County leaders. The meeting came as a direct result of the growing interest and need for document management within the

City/County. The group agreed that document management should be considered from an enterprise level. They have identified their goals & objectives, critical success factors, issues & obstacles, benefits as well as the next steps in organizing and managing document management needs with an enterprise perspective. The synergy and momentum are present. ACS is looking forward to participating in the development of the City/County document management strategy.

Major Technical Project Updates

- **Novell NetWare Upgrade**

This project involves the upgrade of all servers currently operating under NetWare 5.1 to 6.0. With non-stop access, Net-ready security, and high availability, NetWare 6 delivers file storage, printing, directory, e-mail, and database resources that can be accessed as one Net across all type of networks---corporate and public, wired and wireless, storage systems and client desktops.

NetWare 6 provides solutions that simplify the system administration responsibility while at the same time increasing the efficiency of the end user. Several new products help end users access, synchronize, and print their files from any location.

Novell NetWare 5.1 to 6.0 was deployed to three servers (IMCIS4, FSPROPMail and IMCANW1). This will utilize the servers multiple processors more effectively and allow additional web services for employees to access files.

- **MCSD Training Academy**

In an effort to consolidate some of its staff and provide improved infrastructure, the Marion County Sheriff's Department is remodeling the MCSD Training Academy located at 3229 N Shadeland. In addition to the new internal wiring that was installed, four new network switches were configured and installed. A fiber connection installed by Time Warner between the MCSD Academy and the IPD Training Academy was also installed. Although the fiber link between the two academies has been tested and is functional, it will not carry City/County data until the SONET from the CCB to the IPD TA has been completed.

Now that the temporary connectivity between the IPD Training Academy and the City/County building is in place, ACS is waiting for MCSD to provide a maintenance window to allow migration of services to the new circuit.

- **IPD Wireless Initiative**

The final presentation of quotes were presented to customer for review after re-bidding all communications gear, wiring, and electrical. A bill of materials has been delivered to IPD for approval.

DELL wireless client issues have not been remedied; however, ISA has agreed to let IPD use the DELL wireless clients already purchased until DELL can resolve the security issues (pre-stored log-in credentials).

The production version of Access Point Configuration is being installed on the 3rd floor police wing for final proof of concept and bug identification. Testing of connectivity and desired functionality will be performed by IPD data processing staff before final deployment to field officers.

- **State Connectivity**

ACS met with the State to finalize and agree upon a strategy for long term connectivity between the City/County enterprise and the State of Indiana. This connection is needed for compliance with the federal mandate of a single source program at the State level requiring all counties to use the same program for Child support administration. FSSA (Family Social Services Administration) is Indiana's administrator of this new program.

A 3-node self-healing gigabit Ethernet connection based on fiber technology was agreed upon as the solution for this project. ACS coordinated a presentation with CityNet and the various State agencies.

At this point neither the City nor the State of Indiana have ordered the services, and there is no connectivity for JUSTIS programmers or a permanent link between the CCB and the IGC. Several projects are now close to implementation (Jan. 1 timeframe) with no means for TCP/IP connectivity.

- **Head End Re-Engineering**

The purpose of this project is to provide connectivity and distribution capabilities to allow for the IPD Training Academy to become an alternate site for City /County business re-location in the event of a disaster. Once this project is finished, remote sites will still have connectivity to network resources even if the City/County building is disabled.

The headend circuits will be cut over in a phased approach, one head at a time, with completion expected by the end of September. ACS is still waiting for implementation of a 150Mb link between

the CCB and the IPD TA to begin moving forward with the head end migration. Projected installation date was 9/26. Installation has been escalated to SBC management.

That escalation resulted in an offer from SBC management to provide, at no cost to the City, a temporary DS3 circuit and all associated equipment until the permanent connection can be installed. The temporary circuit installation was completed 10/2, equipment received 10/3 and installed 10/4. As of 10/6 all data traffic is utilizing the temporary link.

Improved Infrastructure and Processes

- In order to better serve the customers at the Indy Parks Broad Ripple Pool, the Point-of-Sale (POS) computer in the pool shack was connected to the network utilizing wireless technology, requiring the installation of additional cabling, access point, antenna and wireless NIC card in the PC. This solution eliminates the need for dial-up access to run the Point-of-Sale application and eliminates the need for the modem line to be installed every summer. As an added benefit, it gives public safety officers that have wireless laptops in their patrol cars the ability to pull into the park's parking lot and access the City/County network.
- The iHEAT application allows the ACS technicians access to the HEAT database allowing the monitoring and updating of HEAT tickets from remote locations via a web browser. The server that iHEAT was running on could not be patched because the process would break the application and is also not supported by the vendor. This presented a security risk to the City/County network and the IPD and IFD applications running on the same server as iHEAT. To resolve the issue, Frank Thomas III created a web page that links directly to HEAT so there is no further need for iHEAT. This will result in a future savings of approximately \$500 per year in maintenance support fees, as well as allowing the server team to maintain security and patch management on server IMCANT6 while preventing future disruptions to IPD and IFD.
- The midrange group installed the web component of the Election System & Software (ES&S) iReport software. This effort allows for the posting of election results in near real-time to the indygov.org site, viewable in an HTML or spreadsheet format. The screen will automatically refresh itself as the ballots are being counted electronically.

- The Systems group successfully installed Datacom 10.0 in the mainframe environment. Advantage CA-Datcom Database CICS Services Option supports full multithreading and multitasking functions transparent to application programs to ensure exceptionally high throughput. It enables users to control online system resources and display status information online and provides online tools for problem debugging. This facilitates quick resolution of application code logic problems through debug tools as well as the ability to easily simulate program login online through test facilities.
- Operations moved several updated procedures into production and successfully completed the execution of all jobs required to create and print fall tax bills for the Marion County Treasurer. Additionally, processes were placed into production to facilitate the electronic transfer of a portion of the output to a third party service provider who was contracted by the Treasurer to print tax bills.



Monthly Statistics from the Help Desk

During the month of September, 4,883 calls were presented to the Help Desk of which 3,812 were handled by the daytime Help Desk and 821 were received by our after-hours operation. 250 calls were terminated before the Help Desk had a chance to answer the call. The average time to answer a customer's call was 21 seconds, and 92.6% of prime time calls were answered in less than 60 seconds

Of those calls, 739 turned out to be technical problems. ACS closed 1,050 problem calls during the month and achieved a first call resolution of 86.3%. This means that 86.3% of those who called with a problem had their issue resolved by the time they hung up the phone.

ACS processed 664 security requests during the month. 140 involved changes to security profiles, there were 387 deletions of various access rights and 137 new access rights were granted. ACS also closed 294 service requests during the month.

ACS technicians completed over 830 desktop moves, adds, changes, or installations during September. This volume is 58% above the contractual maximum for daily activity. For the month of September, less than 20 newly purchased desktops/laptops were installed. There are a number of orders scheduled for installation during the first week in October indicating an increase from September.



ACS Customer of the Month

Our congratulations go to September's Customer of the Month, Ellen Parker with DPW Environmental Resource Management. Ms. Parker needed assistance from ACS with a printer jam. ACS

Technician Jim Neal was able to assist Ms. Parker in resolving this issue and ACS received the following ratings: (Scale of 1 to 3 with 3 being the highest)

Did you get the assistance you needed? **3**

Was it delivered in a timely manner? **3**

Was the service friendly and helpful? **3**

Ms. Parker also commented on the card that "Jim is a very good service person, polite, helpful, very quick to respond. Keep up the good work!" Ms. Parker has been contacted about being named "Customer of the Month" for September and will be receiving lunch for two for her valuable feedback.

Customer Service Cards Results

ACS technicians distributed 739 customer satisfaction feedback cards during the month of September. 75 or 10.1% of them were actually completed and returned. This is a decrease in participation from August. The returned results continue to indicate a high level of customer satisfaction for the assistance received 2.96 on a scale of 1 to 3. Timely service rated a 2.88 and our technicians were deemed friendly and helpful judging from our 2.96 score.



ACS Spotlight

These individuals are part of the ACS team responsible for delivering services to the City/County and we thought it would be beneficial to our customers to know a little bit more about them in their own words.

John Baker, Systems Programmer

Born and raised in Omaha, NE. John attributes his career desire to Arthur C. Clark and Stanley Kubrick, creators in their respective career renditions of the HAL9000 (very cool!). John broke into computers in high school; writing games and eventually working challenges produced by the head of the mathematics department. He began in the computing industry directly after high school by US Navy enlistment in 1974. He started as a courier of computer jobs in Pearl Harbor, advanced to operating a second generation UNIVAC 1100 system, then through to Systems Engineering on a third generation Honeywell 60/60 computer system in a military command and control network.

John has been with ACS since 1984, beginning in Peoria, Illinois with SCT.

John has been married since 1990 with a step-son, a daughter and a son. In his spare time, he coaches hockey and soccer, takes in spectator sports (when free from the schedule of children), participates in bicycling, and ballroom dancing. He also likes to travel.

Vanaja Srirangam, Programmer Analyst

Ms. Srirangam is a member of our ACS Application Services Team and has been serving the City of Indianapolis for over six years. She is the local Tidemark report expert and is involved in developing the Permit Plan application and its Reports in support of DMD Division of Compliance. She possesses highly developed skills in report creation. She goes the extra mile to serve her clients. She also assisted in developing reports for IMS Application for the department of Public Works and Mayor's Action Center in their technology reports project efforts. Vanaja worked for the Marion County Justice Agency as a mainframe Programmer Analyst prior to the current position.

Vanaja is originally from Hyderabad, India. She lives across the eagle creek reservoir with her husband Anjaiah and their two children Bharat and Pranathi. She earned a Master's Degree in Computer Science in 1996. She has been in United States since 1996.

Looking Ahead to October

The Technical Services area identifies the following planned activities:

- Washington Park – coordinate all network related activities for new parks facility, including design, wiring (data and voice), equipment procurement and implementation. Equipment and DS1 circuit with Voice Over IP been ordered and internal wiring nearly completed.
- Head End Re-Engineering – Continue to work on core/headend migration to IPD TA.
- Belmont Lagoon – Coordinate re-location of fiber and voice cabling to facilitate construction of new lagoon. Waiting for DPW Engineering to complete assessment of the project before moving forward.
- Indy Parks – Bethel Family Center - coordinate all network related activities for new parks facility, including design, wiring (data and voice), equipment procurement and implementation.

- MCS D Network Analysis – Analysis of all remote facilities utilized by MCS D has been completed. Report will be prepared detailing the findings by mid-October, and presented to customer by end of month.
- Fire Department Urban Response Team – coordinate all network related activities for new facility, including design, wiring (data and voice), equipment procurement and implementation. Currently waiting for P.O. to be created to order equipment and internal wiring. DS1 circuit has been ordered.
- GIS Wireless – Waiting for ISA financial approval. Configuration of access point will be completed after IOS upgrade to replace current web interface occurs.
- SBC Circuit Re-Engineering effort – Assist SBC with scheduling and verification of connectivity while they re-engineer all City county data circuits to install additional test points or re-build facilities to minimize outages. This is an initiative they have undertaken on their own in response to repeated complaints due to service interruption.
- IPD Pistol Range – Extending existing network to out building via wireless networking components. Will perform site survey to determine if wireless is acceptable, or if fiber optic connectivity will be required due to reception of signal. Conduit between buildings exists if fiber is required.
- Make a selection from the evaluation of the software based intrusion detection system for securing our Solaris and Windows web based servers. This will enhance the protection of web servers from various threats including password attacks, backdoor capability, memory application vulnerabilities and vandalism.
- Evaluate and recommend an encryption software package to easily conceal sensitive files on the network or send secure attachment's using email.
- Twelve additional Novell servers will have their operating system upgraded from NetWare 5.1 to 6.0.
- Continue with the installation and testing of the software components necessary to support the new Z/OS operating system.
- As part of the Web Rehab Project, the midrange group will:
 - ✓ Migrate static content along with Livewire and CGI applications to the new web servers

- ✓ Migrate the FTP server, <ftp.indygov.org> from Andretti to the new web servers
- ✓ Retire my.indygov.org

- The midrange group will prepare a report on combining Symmetrix and StorageWorks storage into one control environment.

ACS desktop technicians will be involved in a number of projects in October including:

- IPD has fifty-two (52) new wireless laptops awaiting configuration and deployment. At present, ACS has completed the base image and has forwarded it to IPD for further (custom) configuration. MCS D Information Services is relocating the 40 S. Alabama in the coming weeks. Wiring work has been approved and is still in-process at this time. The expected move date(s) has not yet been determined.
- Approximately 144 DMD computers will be upgraded to Windows XP in the next few months. An exact schedule has not yet been finalized, as several applications within the department have not been fully tested with XP. ACS Asset Management will work under David Swain's guidance to accomplish this feat.
- ACS will set up sixteen (16) temporary PCs for use on Election Day, November 4th. These units will be installed at various locations as outlined by Voter's Registration, for use by election support volunteers. The Treasurer's Office is holding their annual property tax sale during the last week of October. ACS will assist in the setup (and tear-down at completion) of temporary-use desktops for this event. The dates for the sale are October 24th, 25th and 29th.



On the Move

The following customer relocations were completed or are currently in progress:

Sheriff's Department Training Academy

The Marion County Sheriff's Department has consolidated many of its departments to new locations throughout the county. A new office expansion has been concluded at the MCS D Training Academy on Shadeland Avenue that included a new two-story complex that was previously warehouse space and the renovation of the training area. The construction included a new data network and wiring closet for the new offices and new 100-Mb switches for the whole facility. Also included was a new high-speed data connection to IPD's Training Academy located on Post Road. The Post Road facility is

the location of a SONET ring connection to the City County Building.

The move into the newly constructed space was done on an accelerated basis. ACS was able to respond to the Sheriff's Department changing schedule in a timely manner, and all users were quickly reconnected. By fast tracking the installation the new network equipment was in place and operating in time for the first move. Four groups of users were involved in this move.

From the Tech Bench

Security

Security has become an increasingly important aspect of the work of ISA/ACS. With recent outbreaks of computer viruses, the network group continues to work to ensure that the latest antivirus program is enabled and working properly to reduce the chance of a virus invading your PC. To help with this process, please verify that your PC is protected. If your PC has a small gold shield in the taskbar at the lower right of the monitor screen then the antivirus program is installed. If there is no shield or the shield has an exclamation mark over it, then your PC may not be protected.

We presently have some of the best security measures available to you in our network environment. Every effort is being made to protect your PC and the integrity of the Indianapolis/Marion County network. There are measures you can also take to help as well. First, if you leave your workstation (even for a minute) be sure to "secure it". Most of the newer PCs (Windows XP and Windows 2000) can be "locked" to keep others from utilizing your logon for malicious purposes. To lock one of these PCs, simply depress the "Ctrl, Alt and delete" buttons at the same time. A small box will appear on your screen. One of the buttons on this screen says "lock workstation". When you press this button, it locks out any attempts to use your PC while you are away. To unlock the PC, type in your password and the PC will immediately be available...just as you left it.

Other ways to assist us with security is to shut down your PC each evening, and never share your username and password with anyone else.

GroupWise

Tired of typing your "signature" at the end of your email? You can automatically add signature information to each email you send by editing the environmental settings within the GroupWise application. Here's how:

- 1) Open GroupWise by double clicking on the icon on the desktop

- 2) Highlight "TOOLS" in the taskbar at the top of the page
- 3) Highlight "OPTIONS" at the bottom of the dropdown box.
- 4) Double Click on "ENVIRONMENT" and click on the signature tab at the top of the dialog box.
- 5) Check the "SIGNATURE" Box and type in your information (e.g. Name, address, telephone number, etc.)
- 6) Check either the "Automatically Add" or "Prompt before adding" button at the left of the signature information box and click the "OK" button.

Now each time you send an email, you will either automatically add or be prompted to add the signature information you just entered.

To edit other environmental options in GroupWise:

- 1) Open GroupWise by double clicking on the icon on the desktop
- 2) Highlight "TOOLS" in the taskbar at the top of the page
- 3) Highlight "OPTIONS" at the bottom of the dropdown box.
- 4) Double Click on "ENVIRONMENT" and click on the signature tab at the top of the dialog box.

From this screen you can use the GENERAL tab to enable spell checking, set GroupWise notification to launch at start up (NOTE: this option can allow others to view your mail from your workstation if you leave your desk so be careful), and you can enable spell checking before you send an email.


Using the Quick Launch Bar


Want an Office Shortcut Bar, but don't want the system resources used by such an application? Then use the Windows Quick Launch Bar. In order to enable this function, Right click on the Start Button and click on the Taskbar tab. In order for the Quick Launch to show up, check the Show Quick Launch option and also uncheck the Lock the taskbar option. This will allow you to resize the Quick Launch and add shortcuts to it. You will now see the Quick Launch show up next to the Start Button. You can now drag and drop shortcuts to it and recreate the Office Shortcut bar without taking up the system resources.


SERVICE LEVEL DASHBOARD VIEW

September 2003

Service Level	Description	Targeted Levels		Comments
1.1 Time To Answer	Time to Answer Help Desk	95% Within 60 seconds Prime Time	Y	92.5% - The average time to answer for the entire month was 20.0 seconds. ACS and ISA are discussing modifications to this SLA to more closely reflect desired outcomes and exception review of call data. Average for all calls was 21 seconds.
		Average under 60 seconds non-Prime Time	G	46.2 seconds average
1.2 First Call Resolution	Helpdesk calls resolved on 1st call	80% resolved on 1 st call	G	
2.1 Level 2 Support				
Response	Severity 1 - 98% within 15 minutes	15 minutes	G	No Severity 1 calls were received.
Response	Severity 2 - 98% within 30 minutes	30 minutes	G	
Response	Severity 3 - 90% within 2 hours	2 hours	G	
Response	Severity 4 - 90% within 4 hours	4 hours	G	
Response	Severity 5 - 90% within 8 hours	8 hours	G	
Resolution	Severity 1 - 80% within 4 hours	4 hours	G	No Severity 1 calls were received.
Resolution	Severity 2 - 80% within 8 hours	8 hours	G	
Resolution	Severity 3 - 80% within 16 hours	16 hours - excluding non-business hours (after 6 pm and before 6 am)	G	
Resolution	Severity 4 - 80% within 20 hours	20 hours - excluding non-business hours (after 6 pm and before 6 am)	G	

Service Level	Description	Targeted Levels		Comments
Resolution	Severity 5 - 80% within 40 hours	40 hours - excluding non-business hours (after 6 pm and before 6 am)	G	
3.1 Adds, Moves, Changes	Add, Moves, Changes	92% within 5 business days of receipt of completed information from customer	G	
	Cascades	92% within 10 business days of receipt of completed information from customer	G	
	PC Installations	92% within 10 business days of receipt of the equipment	G	
4.1 Customer Satisfaction - Semi-annual Survey		3.0 rating or higher	G	
4.2 Customer Satisfaction - Closed Call Follow-up		80% Satisfied problem was solved	G	
5.1 Application Development Defect Rate - Post Implementation		No critical defects, no major defects, no more than 3 minor defects per application program, no more than 3 cosmetic defects per application program.	G	
5.2 Application Development - Cost Estimating & Scheduling	Cost Estimating	Total hours for a project must not exceed estimate by more than 10%	G	
	Scheduling	Deliverables/milestones for a project must be on schedule	G	
6.2 Availability	Online Availability		G	
6.2 Response Time	Online Response Time		G	
7.0 Timely Processing of Service Requests	Enter Service Requests into HEAT	Within 1 business	G	
	Acknowledgement and personal contact with customer after service request is received	Within 10 business days	G	

Service Level	Description	Targeted Levels		Comments
	Wiring Request/Specifications to Vendor	95% within 5 days	Y	Failure to keep Technical consultant informed that 3 service requests were in jeopardy.
	Wiring Quote to Customer	95% within 3 days	G	
	Wiring Order to Vendor	95% within 2 days	G	
	Standard Quote	95% within 3 days	G	
	Non-Standard Quote	95% within 5 days	G	
	Order Placed after approval	95% within 2 days	G	
8.0 Asset Management	Accuracy of Data	85% on existing data	G	Audit to be performed at customer discretion.
	Accuracy of Data	98% on ACS entered data	G	Audit to be performed at customer discretion.
9.0 Security	Add new security or modify current security profile	Within 2 business days of receipt	G	
	Delete security requests	4 hours	Y	Missed 15 out of 385. 8 of the 15 were missed by less than 10 minutes. 15 delete requests did not make the SLA time frame which 14 failed between September 19th and 22nd. September 19th the security team closed 116 delete requests. This high volume was generated by a request that was sent out earlier that month to delete inactive accounts over 90 days. The eight that were missed that day were all under nine minutes. September 22nd the delete request of six were entered late by the helpdesk and security closed the tickets within a 65 minute time frame.

Service Level	Description	Targeted Levels		Comments
	Delete security requests - emergency	30 minutes	Y	Missed 1 of 4; Security Request came in after hours via email and Security was not notified. After hour procedures have been modified to trap this situation in the future.

LEGEND:

A green (G) indicator means all performance goals of this service level were met in the month.

A yellow (Y) indicator means all but one performance goal of this service level were met this month.

A red (R) indicator means more than one performance goal of this service level was not met or, this service level received a yellow (Y) indicator for 2 or more consecutive months for the same reason.

**JUSTIS Replacement Project Report to
Marion County IT Board
As of October 8th, 2003**

Project Progress

- **Design Validation**

- **Design Document Review** – We are in the final stages of review of the CMS design documents. Marion County Project leaders have conducted meetings with various Agencies to get their input into additional changes to the system. Where we have not been able to meet with Agencies, they have received a copy of the design documents for review. A description of the Design documents will be added to the end of this report. Marion County Project managers are working with CA to have them facilitate a review of the Financial Design Document for Marion County personnel. On Wednesday and Thursday (10/8 – 10/9), CA Project Managers, JTAC Chairman (Justice Sullivan, JTAC Director (Kurt Snyder), Melinda Haag and other Marion County representatives will be meeting to review all of the Change Requests (CR's) for approval. They must decide and prioritize on those changes requests the State is willing to fund.
- **Looking for the Homeless** – better known to those on the project as Data Mapping of JUSTIS Data Elements to the CMS Data Model. This effort was conducted will allow us to be more confident in the functionality of the new system along with making great strides in analysis for Data Conversion, Reports and Local Interfaces.
 - **Data Mapping has been completed** – the result is a list of homeless data categorized as follows:
 - 835 data elements that did not successfully map to the CMS.
 - 149 Have been determined to be needed. These will require a CR for them to be added to the CMS system. This number may go down depending on decisions regarding how pre-justice criminal history (already on JUSTIS) will get converted to the CMS.
 - 5 Would be nice to have (so will probably be eliminated)
 - 473 Have been determined to not be needed
 - 132 Will be handled in Conversion
 - 61 Were determined to be required and would have a home when the CMS design was completed
 - 15 were tied to issues that have been resolved and have now been sent back to the Data Mapping team for completion.

- **ISA/ACS involvement** –

- Bruce Turner from the ISA office has now been invited to the JTAC/CA/Marion County Status project status meetings. He will be the eyes and ears for Mike Hinline.
- Mike Hinline, Jim Flynn, Bruce Turner and Nadeen Biddinger have begun regular meetings to discuss the CMS project along with how ISA/ACS can help with the project.

**JUSTIS Replacement Project Report to
Marion County IT Board
As of October 8th, 2003**

- Marty Barnes and Jill Snodgrass from ACS are continuing to attend the status meetings as well.
 - Marv Thornsberry, Rich Harris, Jim Flynn, Joe Lex, Bruce Turner, Jill Snodgrass, Ed Vargo and Kevin Ortell continue to meet on a regular basis to discuss the CMS project. Our main topic thus far has been connectivity.
- **Connectivity** – Mike Hinline has decided not to wait for the State to make a decision regarding long term connectivity and the possibility of consolidating several connections into one. ISA/ACS is researching other solutions. Mike can fill you in on the alternatives. We have had a request in to the State DoIT agency for nearly 3 months to establish temporary connectivity to allow the DAI staff and others to connect to the Servers where portions of the CMS system are located. Mike has helped escalate this issue with the State CIO office as well. Marion County Project leaders have asked for Justice Sullivan (via Kurt Snyder) to help with escalating the connectivity issues with the State.
- **Your help will be required** –
 - **Reports and Forms** – although temporarily on hold, there is a project team consisting of Marion County and JTAC personnel to define and create reports that will come from the new CMS. This team will be visiting with each Agency and department currently receiving reports from JUSTIS to get their input on needed reports.
 - **Local Interfaces** – some work regarding interfaces with the MCSD Jail Inmate Management System (JIMS) and IPD's AFIS system has been done. This team is hampered somewhat due to the CMS Data Model not being complete.
 - **Quality Assurance** – Rol Parsons (DAI), Mike McConaha and Jim Flynn are participating on a project team to define and implement test cases to test the functionality of the system. There is a kick off meeting being planned for Monday 10/20/03 to complete the analysis for QV (Business Scenario Testing). Several Agencies will be contacted for help in this area.
- **Hardware and Software Requirements** – Communication regarding this topic has been sent to all Internal and External Agencies that currently use the JUSTIS system. Many internal customers and external customers have Desktop equipment not capable of running the new CMS. Statistics regarding the shortfall as of October 1st, 2003 will be provided at the IT board meeting.
- **Implementation Strategy** – Although this may change, as we look further into what it will take for data conversion, we are still planning to start with Civil Courts and then bring up the Criminal Courts.

**JUSTIS Replacement Project Report to
Marion County IT Board
As of October 8th, 2003**

- **Project Schedule** – Due to the intense effort to make sure the system design fits our needs the project schedule has slipped. We do not yet have a firm target date. Once the design is signed off and we get a little further down the road on Data Conversion, Reports and Local Interfaces we will be able to start predicting a target date. Although, there are quite a large number of tasks to be done, there is an expectation that we may be able to start some user acceptance testing sometime early in 2004.
- **CMS Design Documents Overview**
 - **CMS System Design Document** – reviewing current document waiting on next version.
 - **Administration System Design Document** – Describes the part of the CMS that allows updates to system tables, create forms and security administration.
 - **Cash Drawer Design Document** – Describes the Cash Drawer design that will be used by Clerks and others that will need to accept money for cases in the CMS.
 - **Financial Integration Design Document** – Describes interface between the Case Management System and the Master Piece Accounting system.
 - **Financial Design Document** – Describes how Masterpiece (General Ledger Accounting system) will be configured and set up to work with the CMS for financial transactions.
 - **Backup and Recovery Strategy Document** – Includes CA's recommendation for Backup and recovery of the CMS. We plan to have ACS review and add their own recommendations to this document as well.
 - **CMS State Level Interface Documents**
 - **DOR** – Interface to Department of Revenue
 - **DOC** – Interface to Department of Corrections
 - **ISP** – Interface to Indianapolis Police Department
 - **BMV** – Interface to Bureau of Motor Vehicles
 - **Test Plans and Procedures** – These are being modified to comply with Version 7 of the CMS system Design Document
 - **Requirements Matrix** – This is a listing of Business Function supported by the system as originally request in the CA Statement of Work along with additional functionality added through the Change Request/Approval process.
 - **CMS State Level Interfaces** -
 - **FSSA** – Interface to Family and Social Service Agency
 - **QUEST** – Interface to Juvenile Case Management System
 - **Proslink** – Interface to Prosecutors Case Management System

○